

**TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION**  
**IT MANAGER**  
**supporting the Department of Military**

**Job Summary:** Under direction of the Law, Safety and Correction Business Domain Director within Strategic Technology Solutions, is responsible for building and leading a team of IT professionals that will focus on application support, server administration, service desk, disaster recovery, access management, building access systems and application operations for agency customers served.

**Responsibilities:**

- Managerial duties include making hiring recommendations, evaluating staff skills and creating training plans and approving time worked and time off using the State's system
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies
- Recruit, build and maintain of team of application support, server admin and access management staff
- Focus on service operations by developing innovative solutions that enhance our customer's ability to provide business services
- Will be responsible for managing the support of all applications maintained for agency customers including Cloud and custom developed applications
- Develop and maintain a Disaster recovery strategy that adheres to the State's requirements
- Collaborate with the State's Enterprise teams to support server administration, disaster recovery and service desk operations for applications supported
- Collaborate with the State's Enterprise teams to respond to requests for service and access management
- Develop and maintain systems to support building access for employees and visitors
- Work with project managers to develop operation scope and resource allocation
- Cross training staff to ensure proper coverage over all functional team areas
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

1) **Minimum Qualifications:** Graduation from an accredited college or university with a bachelor's degree, three years of professional level experience in information technology and at least one year of supervisory experience.

- Must be knowledgeable about current server technologies and trends
- Required five years of server and application support experience
- Knowledge of network security and configuring VLANs
- Prior experience managing a team of IT professionals
- Prior experience with individual performance management process
- Excellent interpersonal, written, and verbal communication skills
- Comfortable interacting with various levels of management and coworkers
- Excellent time management, organization, and prioritization skills

**Preferred Qualifications:**

- 5+ years of application support experience
- Experience with Windows and Linux server technologies
- BS/MS in Computer Science (or equivalent)

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- Knowledge of mainframe system operations
- Experience managing budgets and resources
- Prior State government experience is a plus

**Knowledge, Skills, Abilities, Competencies:**

- Decision Quality
- Customer Focus
- Total Work Systems
- Command Skills
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to [EIT.Resumes@tn.gov](mailto:EIT.Resumes@tn.gov)

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*